



2004 Performance Report for Utah Commercial HMOs and Medicaid & CHIP Health Plans

**Performance Measures (HEDIS) &
Consumer Satisfaction Survey Results (CAHPS)**

Utah Department of Health
Utah Health Data Committee and the Division of Health Care Financing
December 2004



About This Report

The Utah Health Data Committee presents the 8th annual Performance Report for Utah health maintenance organizations (HMOs). This report contains information on five commercial HMOs, two Medicaid HMOs and two additional Medicaid health plans (IHC Preferred Provider Network and the fee for service plan). For the first time, the report also includes information on Utah's two Children's Health Insurance Program (CHIP) HMOs.

Data in this report come from two sources. The first source of data is the Health Plan Employer Data and Information Set (**HEDIS**®) collected for measurement year 2003. Only Utah's HMOs collect and report HEDIS measures. The second source of data is the 2004 Consumer Assessment of Health Plans Survey (**CAHPS**®). Survey results are presented for seven Utah HMOs as well as the Medicaid fee-for-service and preferred provider network (PPN) plans.

The first goal of this report is to give consumers and those who purchase health care the information they need to select a health plan. A second goal of this report is to provide information to health plans to assist them in improving their service and care. This report is a collaborative effort among the Utah Department of Health (Division of Health Care Financing, Division of Community and Family Health Services, the Utah Health Data Committee) and representatives of the seven HMOs. The health plans that submitted data for this report cover approximately 42% of Utah's insured population.

Commercial	Medicaid	CHIP
Altius Health Plans (Altius)	Healthy U	Molina Health Care of Utah
CIGNA HealthCare of Utah (Cigna)	IHC Preferred Provider Network	Public Employee Health
IHC Health Plans (IHC)	Molina Health Care of Utah	Program (PEHP)
Regence HealthWise (Regence HW)		
UnitedHealthcare (United)		

This report is divided into three sections. The first section describes **quality of care** (HEDIS) measures for commercial HMOs, Medicaid health plans and CHIP HMOs. Examples of these measures are well-child care for infants and children, preventive care for adults, and care for people with diabetes. The second section describes the results of a survey (CAHPS) that measured people's **satisfaction with the care** they received from their health plan. People who answered the survey rated how they felt about the care and treatment they received from their doctor, how well their health plan provided customer service, and whether they had any problems receiving the health care they felt they needed. The last section of this report includes **information about the people** who took part in the satisfaction survey and lists the **survey questions** that were used to measure satisfaction.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Key Findings

Commercial Health Plans

- ✓ The percentage of children who have received all immunizations has risen steadily since 2001. Averaged weighted across HMOs show that nearly 75% of children enrolled in commercial HMOs have records showing all required immunizations.
- ✓ Wieghted averages for Diabetes Care measures also show consistent increases over time. Fewer than 25% of patients are in poor control of their blood sugar level (HbA1C) and 90% have had a cholesterol screening test within the last two years.
- ✓ Breast cancer screening rates remain nearly unchanged despite efforts by HMOs to improve them. Cervical cancer screening rates have increased by more then 10% since 2000.

Medicaid Health Plans

- ✓ The percentage of pregnant women who have received 80% or more of their recommended prenatal visits has increased nearly 50% since 2000.
- ✓ Medicaid HMOs have shown large improvements in the percentage of adolescents who are fully immunized, although rates still lag behind national benchmarks.
- ✓ Rates for children who have received 5 or more well-child visits have dropped slightly in the last year. This trend warrants close monitoring in the coming year.

CHIP Health Plans

- ✓ CHIP health plans compare favorably to Medicaid plans on measures regarding children's access to primary care practitioners.
- ✓ Areas that need improvment include measures of well-child visits and childhood immunizations. These rates should improve as CHIP plans develop better data collection tools.
- ✓ Both CHIP plans are well above national benchmarks in nearly all consumer satisfaction measures.

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About Utah Health Plans

About Utah Medicaid and CHIP Plans

	Healthy U	IHC Preferred Provider Network	Molina Healthcare of Utah	Molina CHIP	PEHP CHIP
Counties served by the plan	Davis Salt Lake Summit Tooele Utah Weber	Davis Salt Lake Utah Weber	All Counties Except Daggett Grand Juab Piute San Juan Uintah	All Counties Except Daggett Grand Juab Piute San Juan Uintah	All Counties
Monthly enrollment as of January 2004	23,557	45,390	40,051	7,260	23,118
Board Certified Providers:					
Primary Care	NR	NA	92%	92%	NA
Obstetricians/Gynecologists	NR	NA	90%	90%	NA
Pediatricians	NR	NA	100%	100%	NA
Other Specialists	NR	NA	92%	92%	NA

About Utah Commercial HMOs

	Altius Health Plans	CIGNA HealthCare of Utah	IHC Health Plans	Regence HealthWise	United Healthcare
Counties served by the plan	Beaver Box Elder Cache/Carbon Davis Garfield Iron/Juab Kane/Morgan Salt Lake San Juan Sanpete Summit Tooele Uintah Utah Wasatch Washington Weber	Box Elder Davis Emery Juab Millard Morgan Salt Lake Sanpete Sevier Summit Tooele Utah Wasatch Weber	IHC Care: All Counties Except Grand San Juan IHC SelectMed: All Counties Except Carbon Daggett Emery Grand Kane/Rich San Juan Uintah Washington	Davis Salt Lake Summit Tooele Utah Wasatch	Beaver Box Elder Cache/Carbon Davis Iron/Juab Morgan Millard Salt Lake San Juan Sanpete/Sevier Summit Tooele Uintah Utah Wasatch Washington Weber
Monthly enrollment as of January 2004	178,748	5,920	452,053	28,652	31,353
Board Certified Providers:					
Primary Care	83%	82%	90%	82%	85%
Obstetricians/Gynecologists	88%	78%	91%	80%	87%
Pediatricians	94%	67%	92%	100%	69%
Other Specialists	84%	79%	90%	80%	83%

Performance Measures

HEDIS Measures

This section of the report contains performance data from the Health Employer Data Information System (HEDIS), which is developed and maintained by the National Committee for Quality Assurance (NCQA). Each year, Health Maintenance Organizations (HMOs) nationwide collect HEDIS measures **to see how they performed in different areas of health care over the past year**. The 2004 HEDIS measurement set contains 60 measures across eight different major areas of care. The areas covered by HEDIS include childhood immunizations, cancer screening, care for people with diabetes, and well-visits for both adults and children. The HEDIS measures included in this report are a core sub-set of the full HEDIS dataset and are reported by Utah HMOs to the Utah Department of Health each year. Measures in the 2004 report are based on information from patient visits in 2003. The data collected by each HMO undergo an audit by an NCQA-certified auditor to ensure that the reported HEDIS measures are representative and accurate.

The National Committee for Quality Assurance (NCQA) is a non-profit organization committed to assessing, reporting on and improving the quality of care provided by the nation's health plans. To find out more, visit their website at www.ncqa.org

Data Collection

For some HEDIS measures, HMOs can choose one of two ways to collect their data. If an HMO uses the administrative method, a staff member uses the HMO's claims database to identify cases and compute the HEDIS measures. If an HMO uses the hybrid method, a staff member first identifies the cases using the claims database, then a nurse does reviews of medical charts to find additional information about the HEDIS measures. In the tables that follow, measures collected using the administrative method are labeled "**Administrative**" and measures collected using the hybrid method are labeled "**Admin+Chart Review**". Although the hybrid method takes longer and costs more, the reported values for HEDIS measures are usually more accurate than when HMOs use the administrative method. Therefore, differences in HMOs may be because the HMOs differ in quality, OR because the HMOs collected data using different methods. **Whenever possible, you should only compare the performance of HMOs that used the same data collection method for a given variable.**

Missing Data

For some variables, there is a "Not Reported" or a "Not Applicable" designation instead of a statistical rate. "Not Reported" means that the HMO chose not to report a rate for that measure. This could be because there were significant problems with the data, or because the data for that measure were not audited. A "Not Applicable" rate means that the sample size for that measure was too small (less than 30) to calculate a valid rate. All "Not Reported" and "Not Applicable" designations are governed by NCQA reporting rules, and do not reflect the overall quality of care.

Statistical Ratings *

Each HEDIS measure collected by commercial HMOs is compared to the commercial state average for that measure. Each measure was then given a **statistical rating** depending on whether that HMO's performance was above, the same, or below the state average. The 95% confidence interval was used to determine statistically significant differences between an HMO's score and the state average. Three stars indicate that an HMO's performance on a particular measure is significantly above the state average, while one star means that an HMO's performance is significantly below the state average. Two stars indicate that an HMO's performance on a particular measure is not significantly different from the state average for that measure.

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the the average for Utah commercial HMOs
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs

** Statistical ratings were not computed for Medicaid or CHIP Health Plans since only two plans in each program reported HEDIS measures in 2004*

Child and Adolescent Health Care

Performance Measures Medicaid and CHIP Health Plans

HMO	Data Collection Method	Rate
-----	------------------------	------

Children's Access to Primary Care Practitioners: 12 to 24 Months Old

% children who had a visit with a primary care practitioner in 2003

Healthy U	Administrative	96.9%
Molina	Administrative	98.0%
National Average: 91.1%		

Children's Access to Primary Care Practitioners: 25 months to 6 Years Old

% children who had a visit with a primary care practitioner in 2003

Healthy U	Administrative	84.4%
Molina	Administrative	89.0%
National Average: 80.0%		

Children's Access to Primary Care Practitioners: 7 to 11 Years Old

% children who had a visit with a primary care practitioner in 2003

Healthy U	Administrative	69.4%
Molina	Administrative	85.4%
National Average: 80.3%		

Children's Access to Primary Care Practitioners: 12 to 19 Years Old

% children who had a visit with a primary care practitioner in 2003

Healthy U	Administrative	72.6%
Molina	Administrative	82.2%
National Average: NA		

Star ratings and state averages were not computed for Medicaid or CHIP Health Plans since only two plans in each program submit HEDIS data to the State. Performance measures should be compared to the national average.

CHIP

HMO	Data Collection Method	Rate
-----	------------------------	------

Children's Access to Primary Care Practitioners: 12 to 24 Months Old

% children who had a visit with a primary care practitioner in 2003

Molina	Administrative	98.1%
PEHP	Administrative	96.3%
National Average: NA		

Children's Access to Primary Care Practitioners: 25 months to 6 Years Old

% children who had a visit with a primary care practitioner in 2003

Molina	Administrative	81.8%
PEHP	Administrative	83.8%
National Average: NA		

Children's Access to Primary Care Practitioners: 7 to 11 Years Old

% children who had a visit with a primary care practitioner in 2003

Molina	Administrative	88.8%
PEHP	Administrative	83.4%
National Average: NA		

Child and Adolescent Health Care

Performance Measures Medicaid and CHIP Health Plans

HMO	Data Collection Method	Rate
-----	------------------------	------

Well-Child Visits in the First 15 Months of Life

% of children who had five or more well-child visits with a primary care practitioner in 2003

Healthy U	Admin+Chart Review	70.6%
Molina	Admin+Chart Review	79.8%
National Average: 61.9%		

Well-Child Visits in the 3rd through 6th Year of Life

% of children who had one or more well-child visits with a primary care practitioner in 2003

Healthy U	Admin+Chart Review	60.1%
Molina	Admin+Chart Review	60.1%
National Average: 58.2%		

Adolescent Well-Care Visits: 12 to 21 Years Old

% of adolescents who had at least one well-child visit with a primary care practitioner in 2003

Healthy U	Admin+Chart Review	29.7%
Molina	Admin+Chart Review	41.2%
National Average: 37.0%		

Adolescent Immunizations Combo 1: MMR & Hep B

% of children who had all immunizations completed by their 13th birthday

Healthy U	Administrative	8.1%
Molina	Admin+Chart Review	22.5%
National Average: 42.8%		

Statistical rates for each plan on page 7 were calculated by dividing the number of children in each age group who saw a primary care practitioner by the total number of eligible children in that age group.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

CHIP

HMO	Data Collection Method	Rate
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Well-Child Visits in the First 15 Months of Life

% of children who had five or more well-child visits with a primary care practitioner in 2003

Molina	Administrative	63.0%
PEHP	Administrative	37.9%
National Average: NA		

Well-Child Visits in the 3rd through 6th Year of Life

% of children who had one or more well-child visits with a primary care practitioner in 2003

Molina	Administrative	41.9%
PEHP	Administrative	36.3%
National Average: NA		

Adolescent Well-Care Visits: 12 through 21 Years Old

% of adolescents who had at least one well-child visit with a primary care practitioner in 2003

Molina	Administrative	18.2%
PEHP	Administrative	14.5%
National Average: NA		

— **REMEMBER:** Differences between plans may be caused by differences in performance OR by differences in data collection.

HMO	Data Collection Method	Rate
-----	------------------------	------

Timeliness of Prenatal Care

% of pregnant women who had a prenatal care visit in the first trimester or within 42 days of enrollment in the plan

Healthy U	Admin+Chart Review	86.8%
Molina	Admin+Chart Review	94.8%

National Average: 70.4%

Frequency of Ongoing Prenatal Care, <21% (Lower rate is better)

% pregnant women who received less than 21% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	5.0%
Molina	Admin+Chart Review	3.4%

National Average: 27.6%

Frequency of Ongoing Prenatal Care, 21% to 40%

% pregnant women who received 21% to 40% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	1.0%
Molina	Admin+Chart Review	2.0%

National Average: 7.9%

Frequency of Ongoing Prenatal Care, 41% to 60%

% pregnant women who received 41% to 60% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	3.9%
Molina	Admin+Chart Review	6.1%

National Average: 9.4%

Frequency of Ongoing Prenatal Care, 61% to 80%

% pregnant women who received 61% to 80% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	5.9%
Molina	Admin+Chart Review	16.8%

National Average: 13.8%

Frequency of Ongoing Prenatal Care, 81+ %

% pregnant women who received greater than 81% of expected number of prenatal care visits

Healthy U	Admin+Chart Review	84.3%
Molina	Admin+Chart Review	71.8%

National Average: 41.0%

* A Cesarean delivery can be lifesaving for mother and/or baby when performed for appropriate medical reasons. However, C-sections result in longer hospital stays, recovery times, and higher costs. This procedure should not be used solely for the convenience of doctor or patient. High C-section rates may indicate unnecessary procedures are being performed and should prompt further investigation.

HMO	Data Collection Method	Rate
-----	------------------------	------

Cesarean Sections (Lower rate is generally better*)

% of women who delivered a live birth by C-section

Healthy U	Administrative	19.8%
Molina	Administrative	19.7%

National Average: 23.0%

Vaginal Birth After Cesarean Section

% of women who delivered a live birth vaginally after having a previous C-section

Healthy U	Administrative	13.5%
Molina	Administrative	19.4%

National Average: 28.2%

Postpartum Care

% of new mothers who received a checkup between 21 & 56 days after delivery

Healthy U	Admin+Chart Review	41.7%
Molina	Admin+Chart Review	72.9%

National Average: 52.1%

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

Childhood Immunization Status

Performance Measures Medicaid and CHIP Health Plans

HMO	Data Collection Method	Rate
-----	------------------------	------

DTaP/DT (diphtheria-tetanus-pertussis or diphtheria-tetanus)

% of children who had four DTaP/DT vaccinations

Healthy U	Admin+Chart Review	85.4%
Molina	Admin+Chart Review	72.4%
National Average: 69.4%		

IPV (poliomyelitis)

% of children who had three IPV vaccinations

Healthy U	Admin+Chart Review	92.0%
Molina	Admin+Chart Review	84.6%
National Average: 80.2%		

MMR (measles-mumps-rubella)

% of children who had one MMR vaccination

Healthy U	Admin+Chart Review	93.7%
Molina	Admin+Chart Review	87.5%
National Average: 84.4%		

HiB (haemophilus influenza type B)

% of children who had a minimum of three HiB vaccinations

Healthy U	Admin+Chart Review	90.5%
Molina	Admin+Chart Review	78.1%
National Average: 73.8%		

Rates show the percentage of children who turned 2 years old in 2003 and who had the required immunization(s) before their second birthday.

HMO	Data Collection Method	Rate
-----	------------------------	------

Hepatitis B

% of children who had three hepatitis B vaccinations

Healthy U	Admin+Chart Review	90.0%
Molina	Admin+Chart Review	79.5%
National Average: 76.2%		

VZV (chicken pox)

% of children who had at least one VZV vaccination

Healthy U	Admin+Chart Review	89.1%
Molina	Admin+Chart Review	82.1%
National Average: 76.4%		

Combo 1: DTaP/DT, IPV, MMR, HiB, Hep B

% of children who had all required vaccinations

Healthy U	Admin+Chart Review	78.8%
Molina	Admin+Chart Review	62.1%
National Average: 57.7%		

CHIP

Combo 1: DTaP/DT, IPV, MMR, HiB, Hep B

% of children who had all required vaccinations

Molina	Administrative	1.0%
PEHP	Administrative	13.0%
National Average: NA		

— **REMEMBER:** Differences between plans may be caused by differences in performance OR by differences in data collection.

HMO	Data Collection Method	Rate
-----	------------------------	------

Breast Cancer Screening

% of women aged 50 to 69 who had a mammogram within the past two years

Healthy U	Admin+Chart Review	49.0%
Molina	Admin+Chart Review	66.0%
National Average: 56.0%		

Cervical Cancer Screening

% of women 18 to 64 who had one or more Pap tests within the past three years

Healthy U	Admin+Chart Review	57.9%
Molina	Admin+Chart Review	66.4%
National Average: 62.2%		

Chlamydia Screening in Women

% of sexually active women aged 16 to 20 who had at least one test for chlamydia in 2003

Healthy U	Administrative	29.3%
Molina	Administrative	32.7%
National Average: 40.8%		

Chlamydia Screening in Women

% of sexually active women aged 21 to 25 who had at least one test for chlamydia in 2003

Healthy U	Administrative	25.4%
Molina	Administrative	37.9%
National Average: 41.5%		

HMO	Data Collection Method	Rate
-----	------------------------	------

Adults' Access to Preventive Care: 20 to 44 Years

% adults who had at least one ambulatory or preventive care visit within the past three years

Healthy U	Administrative	81.4%
Molina	Administrative	82.9%
National Average: 75.8%		

Adults' Access to Preventive Care: 45 to 64 Years

% adults who had at least one ambulatory or preventive care visit within the past three years

Healthy U	Administrative	86.8%
Molina	Administrative	87.7%
National Average: 82.0%		

Adults' Access to Preventive Care: 65 and older

% adults who had at least one ambulatory or preventive care visit within the past three years

Healthy U	Administrative	87.3%
Molina	Administrative	87.6%
National Average: 79.0%		

HMO	Data Collection Method	Rate
-----	------------------------	------

Hemoglobin A1c Testing (test of blood sugar level)

% who had one or more HbA1c tests in 2003

Healthy U	Admin+Chart Review	80.8%
Molina	Admin+Chart Review	84.5%
National Average: 73.0%		

HbA1c Poorly Controlled (Lower rate is better)

% who had HbA1c level > 9.5% at their most recent test within the past year

Healthy U	Admin+Chart Review	37.7%
Molina	Admin+Chart Review	40.0%
National Average: 48.9%		

Eye Exam

% who had a retinal exam by an eye care professional within the past year

Healthy U	Admin+Chart Review	43.8%
Molina	Admin+Chart Review	50.0%
National Average: 46.8%		

Measures on page 11 were collected for people in each plan between the ages of 18 and 75 and who have diabetes. Percentages were calculated by dividing the number of people who received the test by the total number of people with diabetes.

HMO	Data Collection Method	Rate
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LDL-C Screening (cholesterol)

% who had an LDL-C screening test performed within the past two years

Healthy U	Admin+Chart Review	75.4%
Molina	Admin+Chart Review	81.6%
National Average: 70.8%		

LDL-C Level less than 130mg/dL

% who had LDL level less than 130 mg/dL

Healthy U	Admin+Chart Review	53.5%
Molina	Admin+Chart Review	53.4%
National Average: 43.3%		

LDL-C Level less than 100mg/dL

% who had LDL level less than 100 mg/dL

Healthy U	Admin+Chart Review	35.8%
Molina	Admin+Chart Review	32.5%
National Average: NA		

Monitoring for Diabetic Nephropathy

% who had kidney disease (nephropathy) monitored

Healthy U	Admin+Chart Review	51.3%
Molina	Admin+Chart Review	39.8%
National Average: 48.2%		

— **REMEMBER:** Differences between plans may be caused by differences in performance OR by differences in data collection.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

Children's Access to Primary Care Practitioners

Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
Children 12 to 24 Months Old			
<i>% of children who had a visit with a primary care practitioner in 2003</i>			
Altius	Administrative	97.1%	★★
Cigna	Administrative	100.0%	★★★
IHC Health Plans	Administrative	97.4%	★★
Regence HW	Administrative	93.4%	★
United	Administrative	97.9%	★★★
National Average: 95.7%		State Average : 97.2%	

Children 25 Months to 6 Years Old			
<i>% of children who had a visit with a primary care practitioner in 2003</i>			
Altius	Administrative	84.4%	★★★
Cigna	Administrative	84.0%	★★
IHC Health Plans	Administrative	82.7%	★
Regence HW	Administrative	80.9%	★
United	Administrative	87.9%	★★★
National Average: 87.2%		State Average: 84.0%	

Children 7 to 11 Years Old			
<i>% of children who had a visit with a primary care practitioner in 2003</i>			
Altius	Administrative	82.2%	★★★
Cigna	Administrative	80.8%	★★★
IHC Health Plans	Administrative	77.1%	★
Regence HW	Administrative	79.5%	★
United	Administrative	80.1%	★★
National Average: 87.4%		State Average: 79.9%	

Children 12 to 19 Years Old			
<i>% of children who had a visit with a primary care practitioner in 2003</i>			
Altius	Administrative	80.2%	★★★
Cigna	Administrative	76.3%	★
IHC Health Plans	Administrative	76.2%	★
Regence HW	Administrative	74.2%	★
United	Administrative	76.9%	★★
National Average: 87.4%		State Average: 76.9%	

Appropriate Treatment for Children with Upper Respiratory Infection

% children 3 mo. to 18 years who were diagnosed with a URI and were not dispensed antibiotic for three or more days after the diagnosis

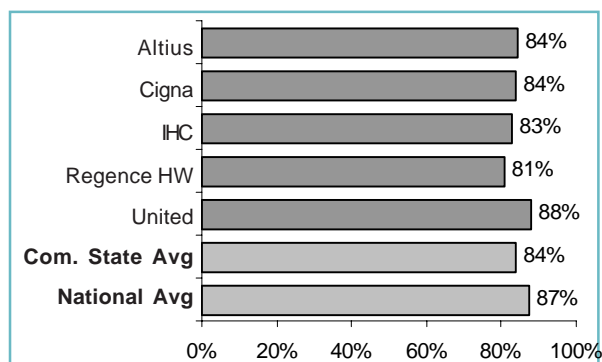
Altius	Administrative	86.9%	★★
Cigna	Administrative	89.3%	★★★
IHC Health Plans	Administrative	86.4%	★
Regence HW	Not Reported		
United	Administrative	85.3%	★
National Average: 80.8%		State Average: 87.0%	

Appropriate Testing for Children with Pharyngitis

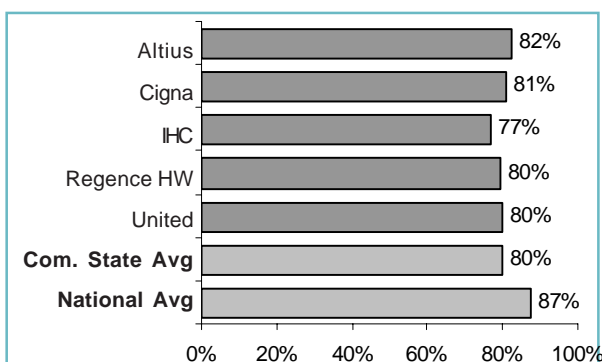
% children 2-18 who were diagnosed with pharyngitis, prescribed antibiotics and received a group A streptococcus test

Altius	Administrative	81.0%	★★
Cigna	Administrative	79.6%	★
IHC Health Plans	Administrative	80.1%	★
Regence HW	Not Reported		
United	Administrative	84.4%	★★★
National Average: 70.7%		State Average: 81.3%	

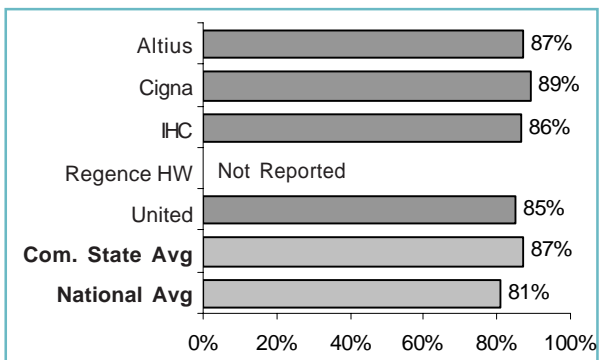
Children 25 Months to 6 Years Old



Children 7 to 11 Years Old



Appropriate Treatment for Children with Upper Respiratory Infection



Measures that examine appropriate treatment and testing are new in 2004. These measures are designed to show whether enrolled children received appropriate care during an illness.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

HMO	Data Collection Method	Rate	Statistical Rating
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Well-Child Visits in the First 15 Months of Life

% of children who had five or more well-child visits with a primary care practitioner in 2003

Altius	Admin+Chart Review	85.1%	★★★
Cigna	Administrative	80.6%	★★
IHC Health Plans	Admin+Chart Review	88.1%	★★★
Regence HW	Administrative	70.0%	★
United	Administrative	79.7%	★★
National Average: 80.8%		State Average: 81.2%	

Well-Child Visits in the 3rd/4th/5th & 6th Year of Life

% of children who had one or more well-child visits with a primary care practitioner in 2003

Altius	Admin+Chart Review	57.9%	★★★
Cigna	Administrative	44.1%	★
IHC Health Plans	Admin+Chart Review	48.4%	★★
Regence HW	Administrative	44.0%	★
United	Administrative	49.1%	★★
National Average: 60.4%		State Average: 48.7%	

Adolescent Well-Care Visits: 12 through 21 Years Old

% of adolescents who had at least one well-child visit with a primary care practitioner in 2003

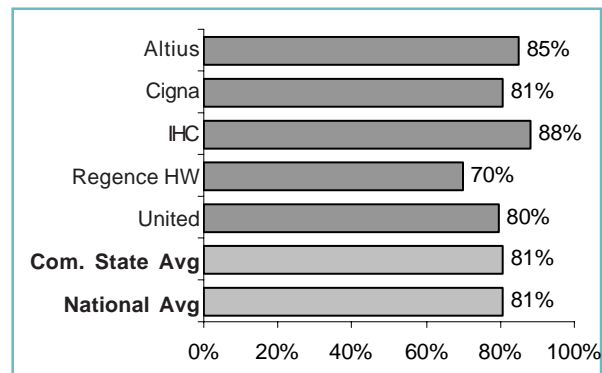
Altius	Admin+Chart Review	32.1%	★★★
Cigna	Administrative	13.1%	★
IHC Health Plans	Admin+Chart Review	20.2%	★★
Regence HW	Administrative	14.0%	★
United	Administrative	19.4%	★★
National Average			

Adolescent Immunizations Combo 1: MMR & Hep B

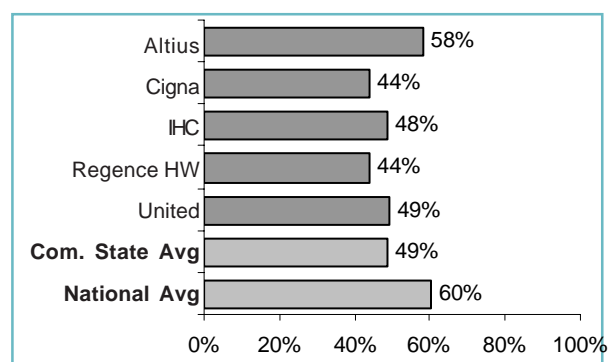
% of adolescents who had all immunizations completed by their 13th birthday

Altius	Admin+Chart Review	8.9%	★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	18.0%	★★★
Regence HW	Administrative	3.0%	★
United	Admin+Chart Review	18.2%	★★★
National Average: 50.1%		State Average: 12.1%	

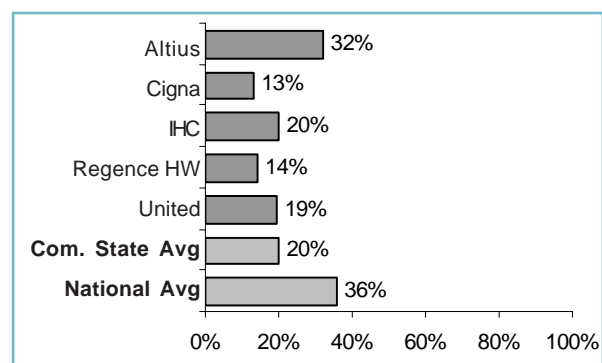
Well-Child Visits in the First 15 Months of Life



Well-Child Visits in the 3rd/4th/5th & 6th Year of Life



Adolescent Well-Care Visits: 12 to 21 Years Old



— **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Statistical Ratings

★★★ Higher HMO score is significantly above the average for Utah commercial HMOs
★★ Average HMO score is neither higher nor lower than the Utah commercial HMO average
★ Lower HMO score is significantly below the average for Utah commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Timeliness of Prenatal Care**

% of pregnant women who had a prenatal care visit in the first trimester or within 42 days of enrollment in the plan

Altius	Admin+Chart Review	94.0%	
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	95.4%	
Regence HW	Administrative	13.6%	
United	Admin+Chart Review	86.8%	
National Average: 86.7%		State Average: NA	

Cesarean Sections (Lower rate is generally better)

% of women who delivered a live birth by C-section

Altius	Administrative	20.6%	★
Cigna	Administrative	17.8%	★★★
IHC Health Plans	Administrative	18.9%	★★
Regence HW	Administrative	18.3%	★★
United	Administrative	18.6%	★★
National Average: 27.5%		State Average: 18.9%	

Vaginal Birth After Cesarean Section

% of women who delivered a live birth vaginally after having a previous C-section

Altius	Administrative	21.0%	★
Cigna	Not Applicable		
IHC Health Plans	Administrative	22.3%	★★
Regence HW	Not Applicable		
United	Administrative	28.5%	★★★
National Average: 21.6%		State Average: 23.9%	

Postpartum Care**

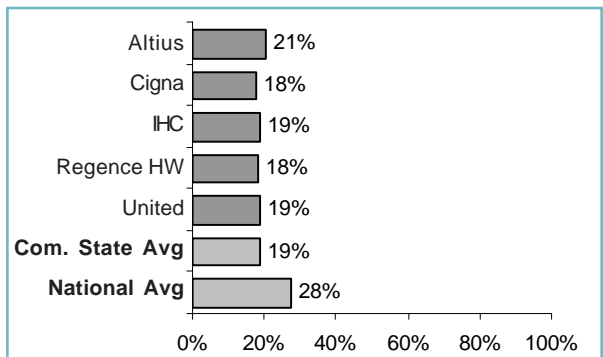
% of new mothers who received a checkup between 21 & 56 days after delivery

Altius	Admin+Chart Review	80.8%	
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	85.6%	
Regence HW	Administrative	50.5%	
United	Admin+Chart Review	76.4%	
National Average: 77.0%		State Average: NA	

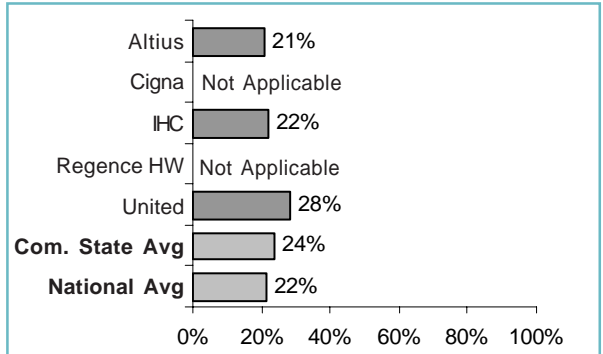
* A Cesarean delivery can be lifesaving for mother and/or baby when performed for appropriate medical reasons. However, C-sections result in longer hospital stays, recovery times, and higher costs. This procedure should not be used solely for the convenience of doctor or patient. High C-section rates may indicate unnecessary procedures are being performed and should prompt further investigation.

— **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

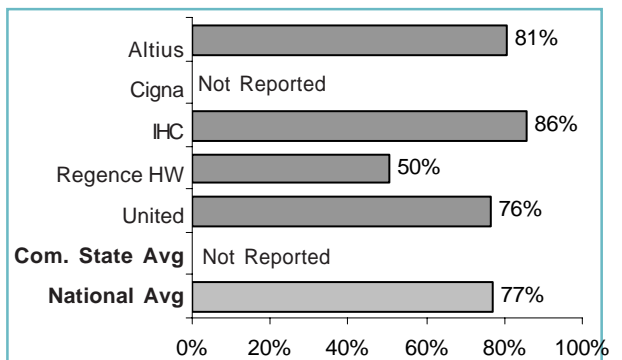
Cesarean Sections*



Vaginal Birth After Cesarean Section



Postpartum Care **



** Star ratings were not computed for Prenatal and Postpartum visits because of the high variability in the rates. Rates should be compared to the national average

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

Childhood Immunizations

Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

DTaP/DT (diphtheria-tetanus-pertussis or diphtheria-tetanus)

% of children who had four DTaP/DT vaccinations

Altius	Admin+Chart Review	85.7%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	86.1%	★★★
Regence HW	Administrative	58.1%	★
United	Admin+Chart Review	84.1%	★★★
National Average: 80.1%		State Average: 78.5%	

IPV (poliomyelitis)

% of children who had three IVP vaccinations

Altius	Admin+Chart Review	89.7%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	91.7%	★★★
Regence HW	Administrative	64.5%	★
United	Admin+Chart Review	89.8%	★★★
National Average: 86.0%		State Average: 83.9%	

MMR (measles-mumps-rubella)

% of children who had one MMR vaccination

Altius	Admin+Chart Review	92.4%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	92.0%	★★★
Regence HW	Administrative	80.6%	★
United	Admin+Chart Review	90.8%	★★★
National Average: 90.1%		State Average: 89.0%	

HiB (haemophilus influenza type B)

% of children who had a minimum of three HiB vaccinations

Altius	Admin+Chart Review	86.6%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	88.6%	★★★
Regence HW	Administrative	65.8%	★
United	Admin+Chart Review	84.9%	★★★
National Average: 83.2%		State Average: 81.5%	

Hepatitis B

% of children who had three hepatitis B vaccinations

Altius	Admin+Chart Review	88.4%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	90.0%	★★★
Regence HW	Administrative	54.2%	★
United	Admin+Chart Review	85.4%	★★★
National Average: 81.9%		State Average: 79.5%	

VZV (chicken pox)

% of children who had at least one VZV vaccination

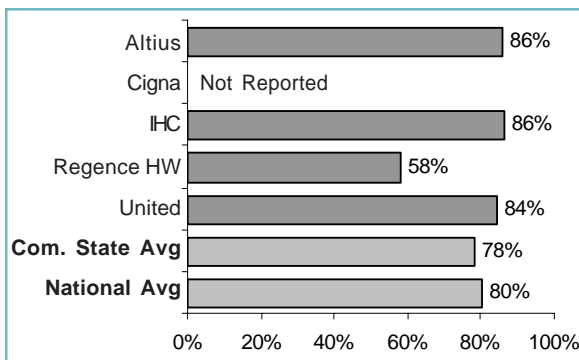
Altius	Admin+Chart Review	87.7%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	84.7%	★★
Regence HW	Administrative	74.2%	★
United	Admin+Chart Review	84.6%	★★
National Average: 82.0%		State Average: 82.8%	

Combo 1: DTaP/DT, IPV, MMR, HiB, Hep B

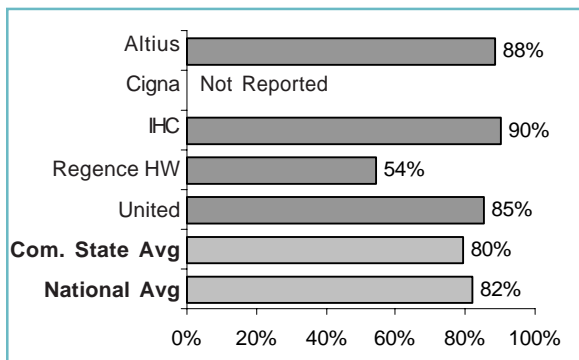
% of children who had all required vaccinations

Altius	Admin+Chart Review	74.0%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	80.0%	★★★
Regence HW	Administrative	43.9%	★
United	Admin+Chart Review	73.3%	★★★
National Average: 68.6%		State Average: 67.8%	

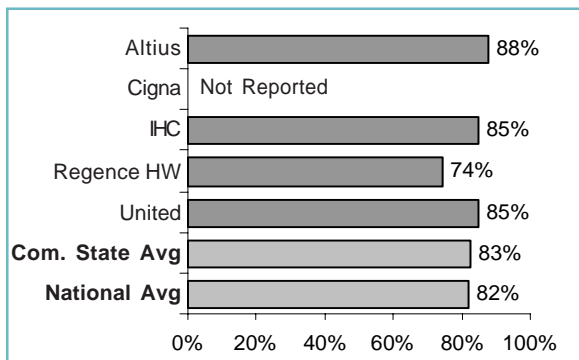
DTaP/DT Vaccinations



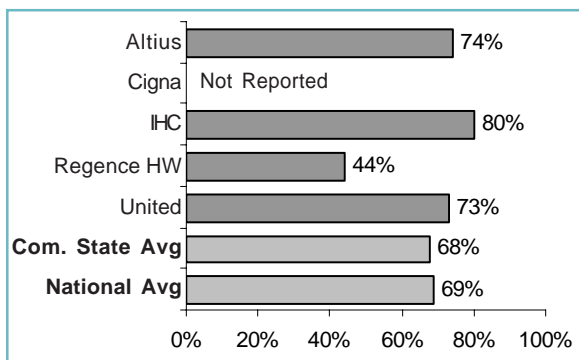
Hepatitis B



VZV Vaccinations



Combo 1: DTaP/DT or IPV/MMR/Hep B/HiB Vaccinations



See page 9 for an explanation of the childhood immunization measures.

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Breast Cancer Screening

% of women aged 50 to 69 who had a mammogram within the past two years

Altius	Admin+Chart Review	66.2%	★★★
Cigna	Administrative	62.1%	★★
IHC Health Plans	Admin+Chart Review	70.3%	★★★
Regence HW	Administrative	60.1%	★
United	Admin+Chart Review	59.8%	★
National Average: 74.9%		State Average: 63.7%	

Cervical Cancer Screening

% of women aged 18 to 64 who had one or more Pap tests within the past three years

Altius	Admin+Chart Review	75.8%	★★
Cigna	Administrative	65.5%	★
IHC Health Plans	Admin+Chart Review	82.7%	★★★
Regence HW	Administrative	69.1%	★
United	Admin+Chart Review	81.8%	★★★
National Average: 80.5%		State Average: 75.0%	

Chlamydia Screening in Women

% of sexually active women aged 16 to 25 who had at least one test for chlamydia in 2003

Altius	Administrative	14.5%	★★★
Cigna	Administrative	6.1%	★
IHC Health Plans	Administrative	14.1%	★★★
Regence HW	Not Reported		
United	Administrative	14.4%	★★★
National Average: 25.4%		State Average: 12.3%	

Adults' Access to Preventive Care: 20 to 44 Years

% of adults who had at least one ambulatory or preventive care visit within the past three years

Altius	Administrative	92.9%	★★★
Cigna	Administrative	89.3%	★
IHC Health Plans	Administrative	92.2%	★★★
Regence HW	Administrative	85.5%	★
United	Administrative	91.9%	★★★
National Average: 92.0%		State Average: 90.4%	

Adults' Access to Preventive Care: 45 to 64 Years

% of adults who had at least one ambulatory or preventive care visit within the past three years

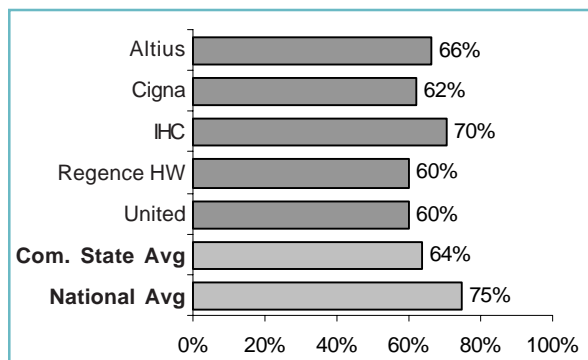
Altius	Administrative	95.9%	★★★
Cigna	Administrative	93.6%	★
IHC Health Plans	Administrative	95.2%	★★★
Regence HW	Administrative	91.1%	★
United	Administrative	94.5%	★★★
National Average: 94.2%		State Average: 94.1%	

Colorectal Cancer Screening

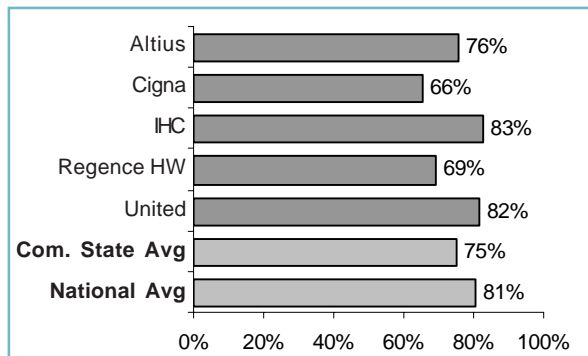
% of adults aged 50-80 who have ever had an appropriate screening test for colorectal cancer

Altius	Admin+Chart Review	43.4%	★★★
Cigna	Administrative	36.7%	★
IHC Health Plans	Admin+Chart Review	47.0%	★★★
Regence HW	Not Reported		
United	Administrative	33.7%	★
National Average: 47.4%		State Average: 40.2%	

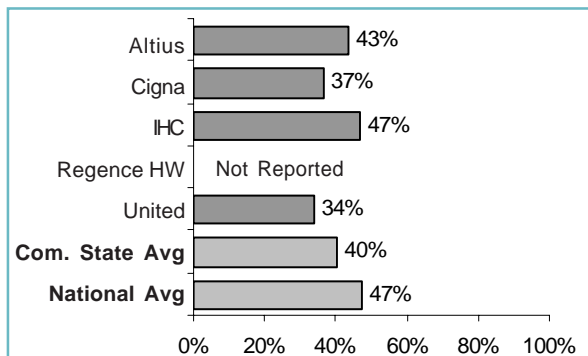
Breast Cancer Screening



Cervical Cancer Screening



Colorectal Cancer Screening



— **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Use of Medication

Performance Measures Commercial HMOs

HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Controlling High Blood Pressure

% of adults 46-85 years who were diagnosed with hypertension and whose blood pressure was controlled (less than or equal to 140/90)

Altius	Admin+Chart Review	65.3%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	66.2%	★★★
Regence HW	Not Reported		
United	Admin+Chart Review	31.6%	★
National Average: 58.4%		State Average: 54.4%	

Appropriate Medication for People with Asthma (10-17 years old)

% of children 10-17 years who were identified as having persistent asthma and who were appropriately prescribed medication

Altius	Administrative	68.1%	★
Cigna	Not Applicable		
IHC Health Plans	Administrative	74.9%	★★
Regence HW	Not Reported		
United	Administrative	75.0%	★★
National Average: 65.2%		State Average: 72.7%	

Appropriate Medication for People with Asthma (Combined rate)

% of members 5-56 years who were identified as having persistent asthma and who were appropriately prescribed medication

Altius	Administrative	74.5%	★★
Cigna	Administrative	75.0%	★★
IHC Health Plans	Administrative	77.9%	★★★
Regence HW	Not Reported		
United	Administrative	73.6%	★
National Average: 67.9%		State Average: 75.2%	

Antidepressant Medication Management

Optimal Practitioner Contacts for Medication Management

% of adults who were diagnosed with a new episode of depression, treated with antidepressant medication and had at least three follow-up contacts with a practitioner during the 12-week acute treatment phase

Altius	Administrative	10.2%	★
Cigna	Not Applicable		
IHC Health Plans	Administrative	11.2%	★★
Regence HW	Not Reported		
United	Administrative	12.6%	★★★
National Average: 19.2%		State Average: 11.3%	

Effective Acute Phase Treatment

% of adults who were diagnosed with a new episode of depression, treated with antidepressant medication and remained on an antidepressant drug during the entire 12-week Acute Treatment Phase

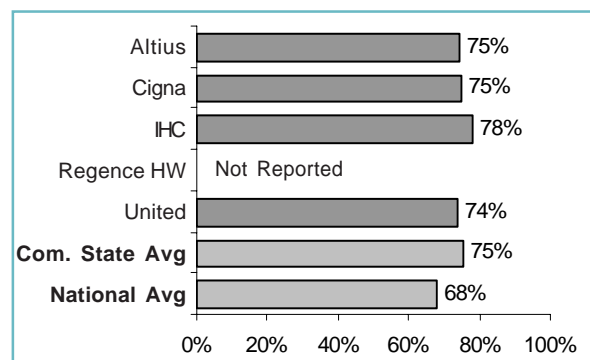
Altius	Administrative	57.7%	★
Cigna	Not Applicable		
IHC Health Plans	Administrative	62.8%	★★★
Regence HW	Not Reported		
United	Administrative	55.8%	★
National Average: 59.8%		State Average: 58.8%	

Effective Continuation Phase Treatment

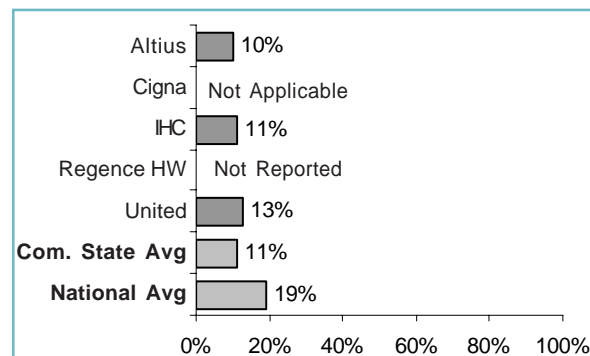
% of adults who were diagnosed with a new episode of depression, treated with antidepressant medication and remained on an antidepressant drug for at least 6 months

Altius	Administrative	40.6%	★
Cigna	Not Applicable		
IHC Health Plans	Administrative	46.9%	★★★
Regence HW	Not Reported		
United	Administrative	40.2%	★
National Average: 42.8%		State Average: 42.6%	

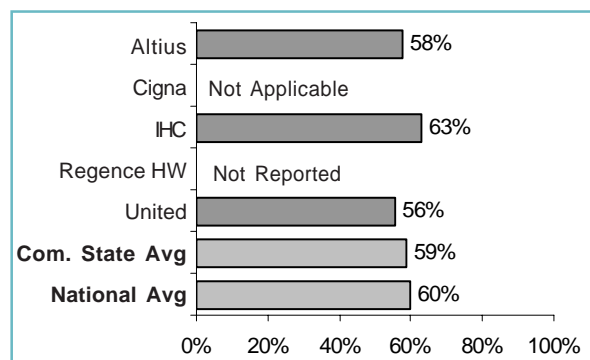
Appropriate Medication for People with Asthma (combined rate)



Optimal Practitioner Contacts



Acute Phase Treatment



HMO	Data Collection Method	Rate	Statistical Rating
-----	------------------------	------	--------------------

Hemoglobin A1c Testing (test of blood sugar level)

% who had one or more HbA1c tests in 2003

Altius	Admin+Chart Review	84.0%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	91.0%	★★★
Regence HW	Admin+Chart Review	78.0%	★
United	Admin+Chart Review	76.6%	★
National Average: 82.6%		State Average: 82.4%	

HbA1c Poorly Controlled (Lower rate is better)

% who had HbA1c level >9.5% at their most recent test within the past year

Altius	Admin+Chart Review	32.4%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	18.5%	★★★
Regence HW	Admin+Chart Review	39.5%	★
United	Admin+Chart Review	49.6%	★
National Average: 33.9%		State Average: 35.0%	

Eye Exam

% who had a retinal exam by an eye care professional within the past year

Altius	Admin+Chart Review	45.5%	★★★
Cigna	Administrative **		
IHC Health Plans	Admin+Chart Review	56.0%	★★★
Regence HW	Admin+Chart Review	37.3%	★
United	Admin+Chart Review	31.4%	★
National Average: 51.7%		State Average: 42.5%	

LDL-C Screening (cholesterol)

% who had an LDL-C screening test performed within the past two years

Altius	Admin+Chart Review	87.6%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	91.2%	★★★
Regence HW	Admin+Chart Review	80.2%	★
United	Admin+Chart Review	85.2%	★★
National Average: 85.1%		State Average: 86.0%	

LDL-C Control (less than 100mg/dL)

% who had LDL level less than 100 mg/dL

Altius	Admin+Chart Review	38.5%	★★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	43.8%	★★★
Regence HW	Admin+Chart Review	31.6%	★
United	Admin+Chart Review	29.4%	★
National Average: NA		State Average: 35.8%	

LDL-C Control (less than 130mg/dL)

% who had LDL level less than 130 mg/dL

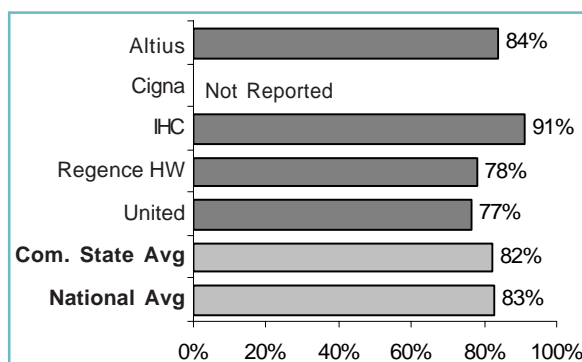
Altius	Admin+Chart Review	61.5%	★★
Cigna	Not Reported		
IHC Health Plans	Admin+Chart Review	65.9%	★★★
Regence HW	Admin+Chart Review	57.1%	★
United	Admin+Chart Review	56.7%	★
National Average: 54.8%		State Average: 60.3%	

Monitoring for Diabetic Nephropathy

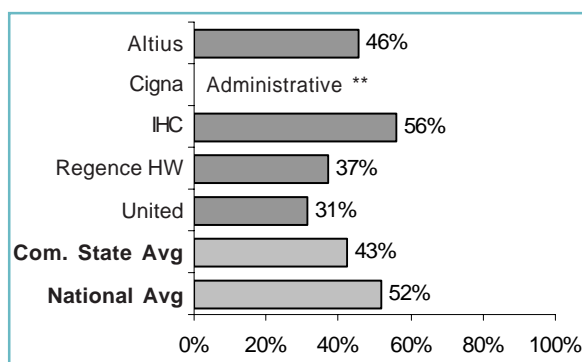
% who had kidney disease (nephropathy) monitored

Altius	Admin+Chart Review	46.0%	★★
Cigna	Administrative **		
IHC Health Plans	Admin+Chart Review	51.8%	★★★
Regence HW	Admin+Chart Review	40.7%	★
United	Admin+Chart Review	44.5%	★★
National Average: 51.8%		State Average: 45.8%	

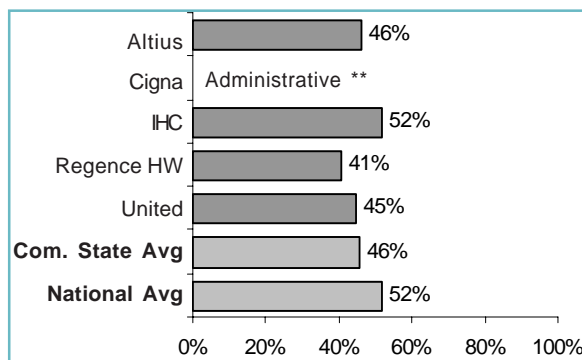
Hemoglobin A1c Testing



Eye Exam



Monitoring for Diabetic Nephropathy



Measures on page 18 were collected for people in each HMO between the ages of 18 and 75 and who have diabetes. Rates were calculated by dividing the number of people who received the test by the total number of people with diabetes.

** Cigna Healthcare used administrative data to collect these measures. Eye Exam = 18%; Monitoring for Diabetic Nephropathy = 22%; these values are not included in the state average.

Consumer Satisfaction Measures

This section contains measures from the **Consumer Assessment of Health Plans Survey (CAHPS)**. CAHPS was developed by the U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality (AHRQ) and is used annually by plans across the country. This year, as in 2002, the survey was given to parents and guardians of children aged 0 up to age 18. This is an expansion of the sample, as children's surveys in previous years only included children up to age 13. The survey measured what parents thought about the health care and services their child received from their health plan in the past year. Issues covered by the questionnaire include whether the child had a problem getting care when he or she needed it, how well their customer service needs were met, as well as how often they received care in a doctor's office or emergency room.

A new addition to the report this year is the Children's Health Insurance Program (CHIP). Two CHIP HMOs participated in the CAHPS project and their results are presented in this section. This additional information broadens the focus of the HMO report. Also included in this year's report is a survey of children with chronic conditions (CCC). This survey was done for the first time in 2002, and was repeated in 2004 to examine trends in the data over the two year period. Because the CCC population is relatively small, three state-wide samples were pulled: commercial, Medicaid and CHIP. Results for the general child population are presented separately for each HMO.

The survey project was managed by an NCQA-certified vendor, DataStat Inc., who was selected from several who submitted proposals. The mail portion of the survey began in February and follow-up telephone surveys were conducted in May. A total of 1,945 parents of children in commercial HMOs and 2,758 parents of children in Medicaid HMOs answered the survey. Another 1,847 parents of children enrolled in the CHIP program also participated. Finally, parents of 2,562 children with chronic conditions responded to the state-wide survey.

Statistical Ratings

Stars compare each health plan's rating or composite score to **the Utah average**. Separate averages were calculated for commercial, Medicaid, and CHIP health plans). The 95% confidence interval was used to determine statistically significant differences between a health plan's score and the state average. Three stars indicate that a health plan's performance on a particular measure is significantly above the state average, while one star means that a health plan's performance is significantly below the state average. Two stars indicate that a health plan's performance on a particular measure is not significantly different from the state average. A standardized NCQA data analysis program was used to compute the star ratings.

- ★★★ **Higher** Health plan score is significantly above the average for Utah
- ★★ **Average** Health plan score is neither higher nor lower than the Utah average
- ★ **Lower** Health plan score is significantly below the average for Utah

Member Satisfaction

Consumer Satisfaction Measures Medicaid Health Plans

HMO	Rate	Statistical Rating
-----	------	--------------------

Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10

Fee-for-Service	79.5%	★★
Healthy U	79.4%	★★
IHC PPN	78.3%	★★
Molina	79.7%	★★
National Average: 78.2%		State Average: 79.2%

Rating of Health Care

% of people who rated their health care as 8, 9, or 10

Fee-for-Service	83.0%	★
Healthy U	86.5%	★★
IHC PPN	88.9%	★★
Molina	86.3%	★★
National Average: 80.8%		State Average: 86.2%

Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

Fee-for-Service	83.5%	★
Healthy U	86.9%	★★
IHC PPN	86.1%	★★
Molina	86.7%	★★
National Average: 82.7%		State Average: 85.8%

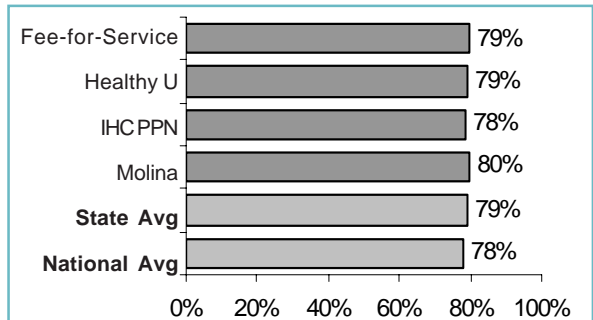
Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

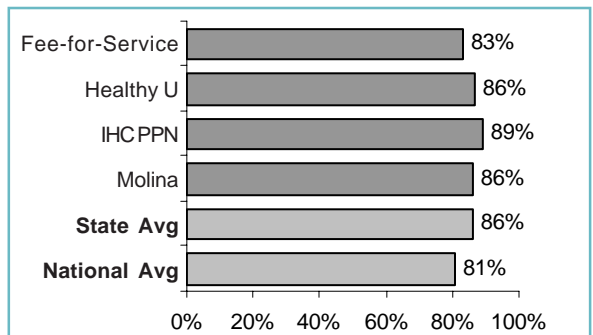
Fee-for-Service	78.1%	★★
Healthy U	78.9%	★★
IHC PPN	73.9%	★★
Molina	72.3%	★
National Average: 78.7%		State Average: 75.8%

See page 27 for information about the people who answered the survey

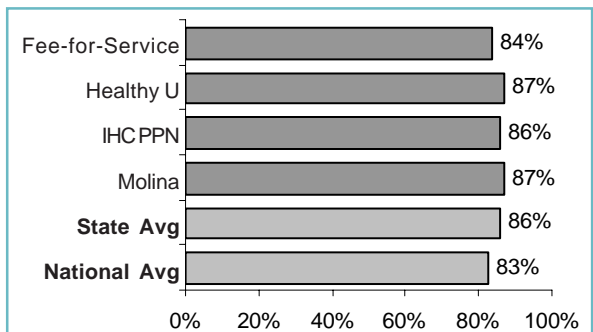
Rating of Health Plan



Rating of Health Care



Rating of Personal Physician



All ratings were done on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

— **REMEMBER:** Differences between HMOs may be caused by differences in performance OR by differences in data collection.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

Quality of Access and Care

Consumer Satisfaction Measures Medicaid Health Plans

HMO	Rate	Statistical Rating
-----	------	--------------------

Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

Fee-for-Service	82.0%	★★
Healthy U	80.1%	★★
IHC PPN	83.8%	★★
Molina	78.9%	★★
National Average: 70.0%		State Average: 81.2%

Customer Service

% of people who said getting customer service was 'Not a Problem'

Fee-for-Service	62.6%	★★
Healthy U	65.4%	★★
IHC PPN	59.4%	★★
Molina	74.3%	★★★
National Average: 74.0%		State Average: 65.4%

Note: Customer service for IHC PPN is handled by the Utah Medicaid program

Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

Fee-for-Service	81.4%	★★
Healthy U	77.2%	★
IHC PPN	83.8%	★★★
Molina	82.1%	★★
National Average: 76.0%		State Average: 81.1%

How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

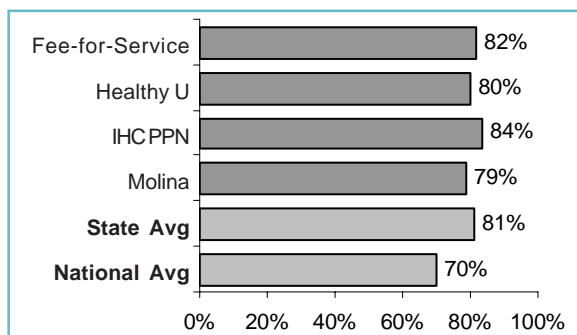
Fee-for-Service	92.1%	★★
Healthy U	91.7%	★★
IHC PPN	94.5%	★★
Molina	93.5%	★★
National Average: 88.0%		State Average: 92.9%

Courteous/Helpful Office Staff

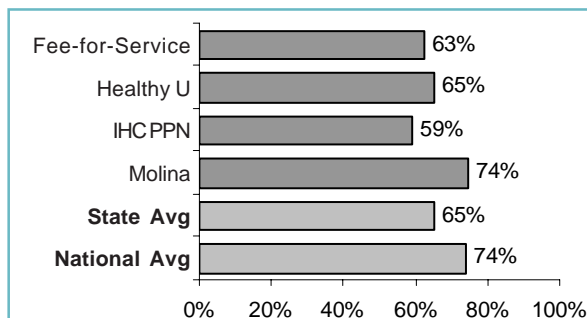
% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Fee-for-Service	92.4%	★
Healthy U	91.0%	★
IHC PPN	96.3%	★★★
Molina	93.9%	★★
National Average: 90.0%		State Average: 93.4%

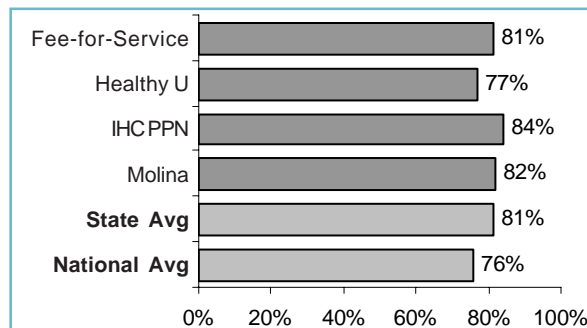
Getting Needed Care



Customer Service



Getting Care Quickly



Each performance measure is a composite representing two to four questions asked in the survey. For individual questions used for each composite, see pages 29 and 30 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

Statistical Ratings

- ★★★ **Higher** Health plan score is significantly above the average for Utah Medicaid health plans
- ★★ **Average** Health plan score is neither higher nor lower than the Utah Medicaid health plans average
- ★ **Lower** Health plan score is significantly below the average for Utah Medicaid health plans

Member Satisfaction

Consumer Satisfaction Measures Commercial HMOs

HMO	Rate	Statistical Rating
-----	------	--------------------

Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10

Altius	62.7%	★★★
Cigna	47.5%	★
IHC	59.3%	★★★
Regence HW	59.8%	★★★
United	51.6%	★
National Average: 73.1% State Average: 56.2%		

Rating of Health Care

% of people who rated their health care as 8, 9, or 10

Altius	81.5%	★★
Cigna	77.2%	★★
IHC	86.5%	★★
Regence HW	86.7%	★★
United	86.7%	★★
National Average: 85.7% State Average: 83.7%		

Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

Altius	81.6%	★★
Cigna	75.9%	★
IHC	84.4%	★★
Regence HW	81.6%	★★
United	84.8%	★★
National Average: 85.4% State Average: 81.7%		

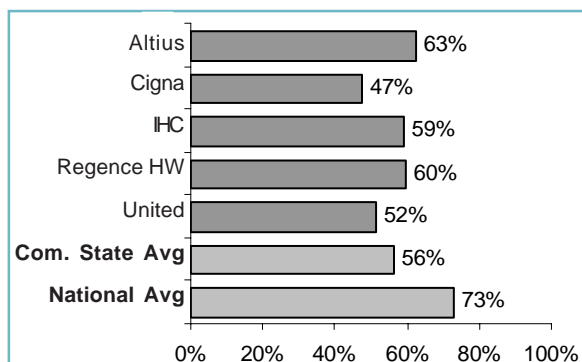
Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

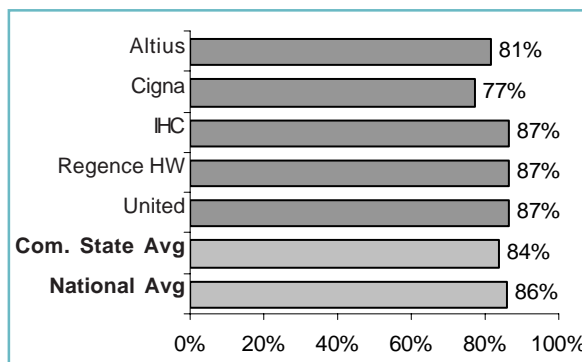
Altius	73.4%	★★
Cigna	72.2%	★★
IHC	76.0%	★★
Regence HW	75.0%	★★
United	68.9%	★★
National Average: 76.7% State Average: 73.1%		

See page 27 for information about the people who answered the survey

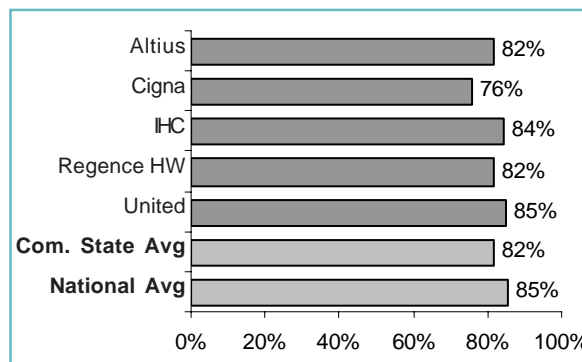
Rating of Health Plan



Rating of Health Care



Rating of Personal Physician



All ratings were done on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

Note: Approximately 42% of Utah's insured population is covered by one of the plans in this report.

Quality of Access and Care

Consumer Satisfaction Measures Commercial HMOs

HMO	Rate	Statistical Rating
-----	------	--------------------

Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

Altius	83.7%	★★
Cigna	72.7%	★
IHC	83.2%	★★
Regence HW	82.5%	★★
United	82.6%	★★
National Average:	78.0%	State Average: 80.9%

Customer Service

% of people who said getting customer service was 'Not a Problem'

Altius	74.4%	★★★
Cigna	59.9%	★
IHC	73.9%	★★★
Regence HW	68.9%	★★
United	56.6%	★
National Average:	69.0%	State Average: 66.7%

Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

Altius	81.9%	★★
Cigna	77.6%	★★
IHC	83.1%	★★
Regence HW	82.6%	★★
United	86.3%	★★★
National Average:	84.0%	State Average: 82.3%

How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

Altius	91.7%	★
Cigna	91.7%	★
IHC	96.1%	★★★
Regence HW	94.6%	★★
United	94.0%	★★
National Average:	94.0%	State Average: 93.6%

Courteous/Helpful Office Staff

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

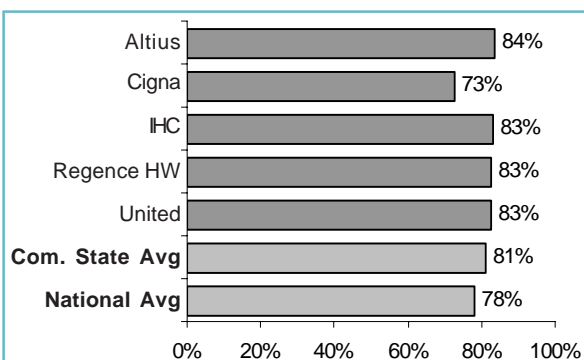
Altius	94.4%	★★
Cigna	93.3%	★
IHC	97.1%	★★★
Regence HW	95.6%	★★
United	95.8%	★★
National Average:	95.0%	State Average: 95.2%

Claims Processing

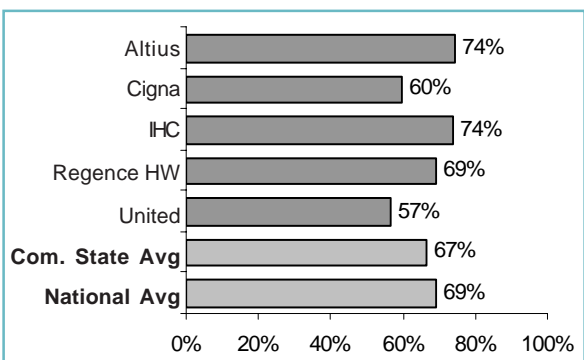
% of people who said they 'Always' or 'Usually' had their claims processed properly

Altius	90.9%	★★
Cigna	82.7%	★
IHC	93.0%	★★★
Regence HW	92.0%	★★★
United	81.9%	★
National Average:	NA	State Average: 88.1%

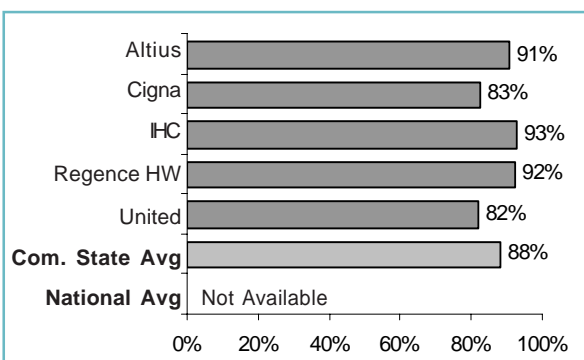
Getting Needed Care



Customer Service



Claims Processing



Each performance measure is a composite representing two to four questions asked in the survey. For individual questions used for each composite, see pages 29 and 30 of this report. Composite scores are adjusted by the age and health status of each health plan's respondents.

Statistical Ratings

- ★★★ **Higher** HMO score is significantly above the average for Utah commercial HMOs
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average
- ★ **Lower** HMO score is significantly below the average for Utah commercial HMOs

Member Satisfaction

Consumer Satisfaction Measures CHIP Health Plans

HMO

Rate

Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10

Molina	76.6%
--------	-------

PEHP	82.4%
------	-------

National Average:	84.3%
--------------------------	--------------

Rating of Health Care

% of people who rated their health care as 8, 9, or 10

Molina	84.9%
--------	-------

PEHP	88.3%
------	-------

National Average:	81.7%
--------------------------	--------------

Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

Molina	83.3%
--------	-------

PEHP	86.7%
------	-------

National Average:	82.4%
--------------------------	--------------

Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

Molina	84.0%
--------	-------

PEHP	79.2%
------	-------

National Average:	79.0%
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All ratings were done on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

See page 28 for information about the people who answered the survey

HMO

Rate

Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

Molina	79.2%
--------	-------

PEHP	85.1%
------	-------

National Average:	73.0%
--------------------------	--------------

Customer Service

% of people who said getting customer service was 'Not a Problem'

Molina	71.5%
--------	-------

PEHP	76.0%
------	-------

National Average:	77.0%
--------------------------	--------------

Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

Molina	83.4%
--------	-------

PEHP	84.6%
------	-------

National Average:	43.0%
--------------------------	--------------

How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

Molina	93.6%
--------	-------

PEHP	96.0%
------	-------

National Average:	58.0%
--------------------------	--------------

Courteous/Helpful Office Staff

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Molina	93.9%
--------	-------

PEHP	95.6%
------	-------

National Average:	59.0%
--------------------------	--------------

Member Satisfaction

Consumer Satisfaction Measures Children with Chronic Conditions

HMO Rate

Rating of Health Plan

% of people who rated their HMO as 8, 9, or 10

Commercial	80.8%
Medicaid	88.5%
CHIP	90.2%

Rating of Health Care

% of people who rated their health care as 8, 9, or 10

Commercial	93.4%
Medicaid	92.6%
CHIP	92.9%

Rating of Personal Physician

% of people who rated their personal doctor or nurse as 8, 9, or 10

Commercial	93.2%
Medicaid	93.5%
CHIP	97.9%

Rating of Specialist

% of people who rated their specialist as 8, 9, or 10

Commercial	86.1%
Medicaid	91.6%
CHIP	83.8%

All ratings were done on a scale of 0 to 10, with 10 being the highest rating and 0 being the lowest rating.

See page 28 for information about the people who answered the survey

HMO Rate

Access to Prescription Medication

% of people who said that getting their child's prescription medications was 'Not a Problem'

Commercial	84.4%
Medicaid	63.8%
CHIP	89.8%

Access to Specialized Services

% of people who said getting specialized services was 'Not a Problem'

Commercial	61.3%
Medicaid	62.5%
CHIP	73.5%

Coordination of Care

% of people who said 'Yes' to questions asking if their providers coordinated care for their child

Commercial	73.0%
Medicaid	75.5%
CHIP	67.8%

NOTE: National Averages are not available for the Children with Chronic Conditions population

Quality of Access and Care

Consumer Satisfaction Measures Children with Chronic Conditions

HMO Rate

Getting Needed Care

% of people who said getting necessary care was 'Not a Problem'

Commercial	80.2%
Medicaid	57.5%
CHIP	59.0%

Customer Service

% of people who said getting customer service was 'Not a Problem'

Commercial	70.9%
Medicaid	38.4%
CHIP	48.3%

Getting Care Quickly

% of people who said they 'Always' or 'Usually' got timely care

Commercial	80.9%
Medicaid	82.2%
CHIP	82.8%

How Well Doctors Communicate

% of people who said they 'Always' or 'Usually' had good communication with their provider

Commercial	94.5%
Medicaid	93.2%
CHIP	94.6%

Courteous/Helpful Office Staff

% of people who said medical office staff was 'Always' or 'Usually' helpful and courteous

Commercial	94.1%
Medicaid	93.9%
CHIP	94.3%

Family Centered-Care

HMO Rate

Shared Decision Making

% of people who said they were 'Always' or 'Usually' involved in decision-making for their child

Commercial	84.5%
Medicaid	85.7%
CHIP	86.2%

Getting Needed Information

% of people who said they 'Always' or 'Usually' received needed information from their provider

Commercial	91.8%
Medicaid	89.6%
CHIP	91.4%

Provider Who Knows Child

% of people who said 'Yes' to questions asking if their provider knew about their child

Commercial	85.1%
Medicaid	88.5%
CHIP	82.2%

NOTE: National Averages are not available for the Children with Chronic Conditions population

About the People Surveyed

Commercial HMO Enrollees

		Altius	Cigna	IHC	Regence HealthWise	United	UT Commercial HMO Average
Child's Overall Health Status	Excellent/Very Good	86%	84%	88%	90%	88%	87%
	Good	11%	12%	11%	8%	11%	10%
	Fair/Poor	3%	5%	1%	2%	1%	2%
Child's Age	Less than 2	9%	18%	14%	13%	15%	13%
	3 to 7	27%	30%	29%	32%	35%	31%
	8 to 13	37%	29%	34%	31%	30%	33%
	14 to 18	27%	23%	23%	24%	21%	24%
Child's Gender	Male	51%	48%	52%	52%	51%	51%
	Female	49%	52%	49%	48%	49%	49%
Parents/Guardians' Education Level	Less than high school	4%	5%	1%	3%	1%	2%
	HS diploma or GED	21%	31%	16%	21%	22%	21%
	Some college	43%	42%	50%	44%	48%	46%
	4 year degree or higher	32%	22%	34.2%	32%	30%	31%
Child's Race/Ethnicity*	White	89%	83%	95%	92%	94%	91%
	Hispanic	11%	15%	6%	7%	5%	8%
	Black or African-American	1%	1%	1%	0%	1%	1%
	Asian	3%	5%	2%	4%	1%	3%
	Native Hawaiian or Pacific Islndr	1%	2%	0%	1%	1%	1%
	Amer Indian or Alaska Native	1%	1%	1%	2%	1%	1%
	Other	7%	7%	4%	5%	3%	5%
Response Rate		53%	44%	54%	49%	44%	49%
Total Respondents		457	219	472	426	371	1945

Medicaid Health Plan Enrollees

		FFS	Healthy U	IHC PPN	Molina	UT Medicaid HMO Average
Child's Overall Health Status	Excellent/Very Good	81%	75%	78%	78%	79%
	Good	15%	18%	16%	17%	17%
	Fair/Poor	3%	6%	6%	4%	5%
Child's Age	Less than 2	35%	30%	29%	35%	33%
	3 to 7	32%	38%	38%	35%	35%
	8 to 13	23%	24%	25%	21%	23%
	14 to 17	11%	8%	8%	8%	9%
Child's Gender	Male	53%	53%	54%	50%	52%
	Female	47%	47%	46%	50%	48%
Parents/Guardians' Education Level	Less than high school	16%	32%	19%	25%	22%
	HS diploma or GED	33%	29%	28%	32%	31%
	Some college	39%	27%	42%	35%	36%
	4 year degree or higher	9%	9%	9%	6%	8%
Child's Race/Ethnicity*	White	80%	57%	79%	76%	73%
	Hispanic	17%	46%	25%	29%	28%
	Black or African-American	1%	6%	3%	4%	3%
	Asian	1%	1%	1%	1%	1%
	Native Hawaiian or Pacific Islndr	1%	2%	2%	2%	2%
	Amer Indian or Alaska Native	10%	4%	4%	3%	6%
	Other	12%	31%	16%	17%	18%
Response Rate		61%	41%	51%	46%	47%
Total Respondents		960	641	442	715	2758

* Percentages do not sum to 100% since respondents were allowed to mark more than one category

About the People Surveyed

CHIP Enrollees

		PEHP	Molina	UT CHIP HMO Average
Child's Overall Health Status	Excellent/Very Good	85%	84%	84%
	Good	13%	15%	14%
	Fair/Poor	2%	2%	2%
Child's Age	Less than 2	4%	7%	6%
	3 to 7	28%	29%	28%
	8 to 13	43%	44%	43%
	14 to 18	25%	21%	23%
Child's Gender	Male	53%	53%	53%
	Female	47%	47%	47%
Parents/Guardians' Education Level	Less than high school	10%	16%	13%
	HS diploma or GED	28%	33%	31%
	Some college	47%	40%	43%
	4 year degree or higher	12%	8%	10%
Child's Race/ Ethnicity*	White	87%	76%	82%
	Hispanic	13%	27%	19%
	Black or African-American	1%	2%	2%
	Asian	1%	2%	1%
	Native Hawaiian or Pacific Islndr	1%	2%	1%
	Amer Indian or Alaska Native	3%	1%	2%
	Other	9%	19%	14%
Response Rate		62%	59%	61%
Total Respondents		938	909	1847

Children with Chronic Conditions Enrollees

		CHIP	Commercial	Medicaid	UT CCC HMO Average
Child's Overall Health Status	Excellent/Very Good	67%	76%	56%	67%
	Good	28%	19%	28%	24%
	Fair/Poor	5%	5%	16%	9%
Child's Age	Less than 2	4%	13%	34%	21%
	3 to 7	20%	22%	28%	24%
	8 to 13	41%	33%	25%	30%
	14 to 18	34%	32%	13%	25%
Child's Gender	Male	59%	55%	59%	57%
	Female	41%	45%	41%	43%
Parents/Guardians' Education Level	Less than high school	10%	2%	16%	8%
	HS diploma or GED	28%	18%	31%	24%
	Some college	48%	46%	39%	44%
	4 year degree or higher	10%	22%	10%	16%
Child's Race/ Ethnicity*	White	79%	93%	81%	87%
	Hispanic	15%	6%	21%	13%
	Black or African-American	2%	1%	4%	2%
	Asian	3%	1%	1%	1%
	Native Hawaiian or Pacific Islndr	0%	1%	1%	1%
	Amer Indian or Alaska Native	4%	1%	4%	2%
	Other	13%	5%	14%	9%
Response Rate		62%	55%	48%	51%
Total Respondents		226	1312	1024	2562

* Percentages do not sum to 100% since respondents were allowed to mark more than one category

Survey Questions Used for Composites

Survey Questions Used for Composites

Each CAHPS performance measure (composite) is made up of two to four questions related to the topic. The individual questions used to calculate each composite are listed here.

Getting Care Quickly

“How often...” (Always, Usually, Sometimes, Never):

- ☐ did you get the help or advice you needed, when you called during regular office hours?
- ☐ did you get an appointment for health care as soon as you wanted?
- ☐ did you get care as soon as you wanted when you needed care right away for an illness, injury or condition?
- ☐ were you taken to the exam room within 15 minutes of your appointment?

How Well Doctor’s Communicate

“How often did doctors or other health providers...” (Always, Usually, Sometimes, Never):

- ☐ listen carefully to you?
- ☐ explain things in a way you could understand?
- ☐ show respect for what you had to say?
- ☐ spend enough time with you?

Courtesy/Helpful Office Staff

“How often...” (Always, Usually, Sometimes, Never):

- ☐ did office staff at a doctor’s office or clinic treat you with courtesy and respect?
- ☐ were office staff at a doctor’s office or clinic as helpful as you thought they should be?

Claims Processing*

“How often did your health plan...” (Always, Usually, Sometimes, Never):

- ☐ handle your claims in a reasonable time?
- ☐ handle your claims correctly?

Getting Needed Care

“How much of a problem, if any,...” (A Big Problem, A Small Problem, Not a Problem):

- ☐ was it to get a personal doctor or nurse you are happy with?
- ☐ was it to see a specialist that you needed to see?
- ☐ was it to get the care, tests or treatment you or a doctor believed necessary?
- ☐ were delays in health care while you waited for approval from your health plan?

Customer Service

“How much of a problem, if any,...” (A Big Problem, A Small Problem, Not a Problem):

- ☐ was it to find or understand information in the written materials about your health plan?
- ☐ was it to get the help you needed when you called your health plan’s customer service?
- ☐ did you have with paperwork for your health plan?*

* Commercial HMO members only

Survey Questions Used for Composites

Questions for Children with Chronic Conditions

Access to Prescription Medications

- ☐ How much of a problem, if any, was it to get your child's prescription medication?
- ☐ Did anyone from your child's health plan, doctor's office or clinic help you with this problem?

Access to Specialized Services

"How much of a problem, if any, was it to get.... (A Big Problem, A Small Problem, Not a Problem):

- ☐ special medical equipment [e.g., wheelchair, nebulizer]
- ☐ special therapy [e.g., physical or speech]
- ☐ treatment or counseling [i.e., for a behavioral or emotional problem]

Family Centered Care: Personal Doctor/Nurse Who Knows Child

(yes or no)

- ☐ Did your child's doctor talk to you about how your child is feeling, growing, or behaving?

"Does your child's personal doctor or nurse understand how these medical, behavioral or other health conditions affect"

- ☐ your child's day-to-day life?
- ☐ your family's day-to-day life?

Family Centered Care: Shared Decision Making

"When decisions about your child's health care were made, how often did doctor's or other health providers...." (Always, Usually, Sometimes, Never):

- ☐ offer you choices about your child's health care?
- ☐ discuss with you the good and bad things about each of the different choices about your child's health care?
- ☐ ask you to tell them what choices you prefer?
- ☐ involve you as much as you wanted?

Family Centered Care: Getting Needed Information

"How often... " (Always, Usually, Sometimes, Always):

- ☐ did your child's doctors or other health providers make it easy for you to discuss your questions or concerns?
- ☐ did you get the specific information you needed from your child's doctors or other health providers?
- ☐ did you have your questions answered by your child's doctors or other health providers?

Coordination of Care

(yes or no)

- ☐ Did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?
- ☐ Did anyone from your child's health plan, doctor's office or clinic help coordinate your child's care among different providers or services?

Acknowledgements

Utah Department of Health

Internet: <http://health.utah.gov>

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Allen Korhonan	Deputy Director
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Janet Scarlet	Executive Secretary

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Internet: <http://health.utah.gov/hda>

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Gail McGuill	Nursing Representative
Sandra L. Peck	Consumer Advocacy Representative
Greg Poulsen	Hospital Representative
Marilyn Tang	Business Representative
Mark E. Towner	Public Interest Representative

* This report was developed and written by Keely Cofrin, formatted by Lori Brady and was reviewed by participating Health Plans, members of the Utah Health Data Committee, Office of Health Care Statistics staff, the Utah Department of Health's Executive Director's Office and many other individuals in the Utah Department of Health.

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http://health.utah.gov/hda/consumer_publications/HmoPerformance2004.pdf

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